

**WRITTEN QUESTION TO THE MINISTER FOR HEALTH AND SOCIAL SERVICES
BY DEPUTY A.E. JEUNE OF ST. BRELADE
ANSWER TO BE TABLED ON TUESDAY 7th JUNE 2011**

Question

Would the Minister advise –

- (a) the number of recorded complaints received by each Department/Directorate during 2010;
- (b) the number of complaints received by each Department/Directorate during the first 4 months of 2011;
- (c) identify how many complaints were resolved within the agreed 25 day response target;
- (d) the length of time each remaining complaint took to be resolved;
- (e) whether all the unresolved complainants were updated of progress by the Complaints Officer every 20 days in accordance with the advice contained within the Health and Social Services' complaints leaflet ('Raising Concerns/Making a Complaint - a guide for users of the service')?

Answer

- (a) 182 formal complaints were received by HSSD during 2010. Of these:
 - 46% related to medical directorate services
 - 28% related to surgical directorate services
 - 10 % related to mental health services
 - 9 % related to corporate issues
 - 8% related to children's/social services
- (b) 58 formal complaints were received by HSSD during the first 4 months of 2011. Of these:
 - 45 % related to surgical directorate services
 - 40% related to medical directorate services
 - 7 % related to mental health services
 - 5 % related to corporate issues
 - 3% related to children's/social services
- (c) In 2010 and 2011 all complaints were acknowledged in writing within 2 working days.

In 2010 55% of complaints were resolved within 25 days and to date 56% of complaints received in 2011 have been resolved in 25 days. Whilst 25 days is the target resolution time for complaints, HSSD clearly informs people that complex complaints may take longer.

- (d) The length of time taken to resolve complaints that fall outside the 25 days targets varies significantly due to the nature of complaints. For example, if a complaint spans different care settings or relates to a long episode of care it can take significantly longer to resolve.
- (e) Whilst HSSD endeavours to keep complainants informed of the progress of their complaint within 20 days this is not always possible or practical, particularly if the complaint is near resolution. Unfortunately HSSD's complaints management system, Datix, does not allow 20 day progress data to be logged so HSSD is unable to provide a breakdown of this information.